

CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Research and Technology Development Services (R&T) procurement.

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of their solicitation is that past clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified \_\_\_\_\_ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Past Performance Questionnaire and forward it directly to NASA Ames Research Center, Attn: Natalie LeMar, JAI: 241-1, Moffett Field, CA 94035-1000. E-mail responses may be sent to the following address: [Natalie.R.Lemar@nasa.gov](mailto:Natalie.R.Lemar@nasa.gov). Fax submissions are not acceptable

A response to this questionnaire is requested to the above address no later than **April 27, 2009**.

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

**PAST PERFORMANCE QUESTIONNAIRE****1. OFFEROR'S HISTORICAL DATA:****A. OFFEROR IDENTIFICATION**

Offeror: \_\_\_\_\_

Contract (or grant, cooperative or other agreement) No.: \_\_\_\_\_

Contract Title: \_\_\_\_\_

**B. CONTRACT INFORMATION. Please provide the following information for the contractor and contract number identification in 1.A. above:**

Contract Type: \_\_\_\_\_

Contract Purpose (e.g., support service, R&amp;D, etc.)? \_\_\_\_\_

\_\_\_\_\_

Contract Award Date: \_\_\_\_\_ Period of Performance: \_\_\_\_\_

Total Contract Value: \_\_\_\_\_ Value of Contractor's Share: \_\_\_\_\_

Was the contractor a prime contractor? ☐ yes ☐ no; or subcontractor? ☐ yes ☐ no  
 Competitive? ☐ yes ☐ no  
 Follow-on? ☐ yes ☐ no

If this is/was an award fee contract, please provide award fee percentages earned for the last year. Please provide the rating scale used to determine such percentages.

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Is the contract currently in an overrun situation? ☐ yes ☐ noIs the contract currently in an underrun situation? ☐ yes ☐ no

If yes, please explain (please address any overruns in direct and indirect overhead rates and their impact on overall cost performance):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please provide the program title and the nature of the effort (i.e., describe the scope of the effort, the type of tasks involved, labor skills used, and products/support delivered).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are there any serious performance problems, any termination for default, any environmental violations, or any safety violations cited?

If yes, please explain:

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## 2. RATINGS AND QUESTIONS:

A. RATINGS. Please review this questionnaire based on the following guidance:

1. Please return the completed questionnaire within five working days. A telephone interview may be conducted to obtain your responses or for clarification purposes.
2. You are urged to read the questionnaire and supplement your own knowledge of the offeror's performance with the judgment of others (e.g., coordinated effort between the Contracting Officer and the Technical Point of Contact) in your program. In addition to providing the information for the contract or order identified, we solicit your comments on other similar contract or order that your activity has with this offeror.
3. For each item requesting a rating, respond with the rating that best describes the contractor's performance for the referenced contract or order. If an item is not applicable to your contract order, or if you do not know how the contractor performed/is performing on that item, please respond N/A. The rating scale is defined as:

Excellent (E)	Consistent record of exceptional past performance by the offeror and any proposed major subcontractors on work requirements of the contract; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
Very Good (VG)	Consistent record of successful past performance by the offeror and any proposed major subcontractors on on work requirements of the contract; demonstrating very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance.
Good (G)	Successful past performance by the offeror and any proposed major subcontractors on on work requirements of the contract; and it demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance.
Neutral (N)	Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available
Satisfactory (S)	Successful past performance by the offeror and any proposed major subcontractors on on work requirements of the contract; demonstrates meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Poor (P)	The Offeror's recent and relevant past performance demonstrates performance that does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance.

**B. GENERAL QUESTIONS**

1. Approximately how many people are/were employed under this contract?

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2. What has been the turnover rate for personnel associated with the contract? If Problematic, High or Medium is checked please explain under comments.

- ☐ Problematic  
☐ High  
☐ Medium  
☐ Low

Comments:

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3. This contract included support in the following areas: (Check all that apply.)

- ☐ Life Sciences  
☐ Life Sciences Research and Development  
☐ Life Sciences Hardware Development  
☐ Research Facility Management and Scheduling  
☐ Operation, Maintenance and Safety of Research Facilities  
☐ Computer Data Acquisition and Data Analysis

**C. TECHNICAL PERFORMANCE**

		N/A	E	VG	G	N	S	P
1	Rate the overall technical quality of this contractor for your contract.							
2	Rate the contractor's compliance with technical and schedule requirements.							
3	Rate the contractor's flexibility and effectiveness in dealing with changes to technical requirements.							
4	Rate the contractor's ability to use innovation and resource-efficient solutions to satisfy requirements.							
6	Rate the contractor's ability to assess and re-assign staff based on technical performance.							
7	Rate the contractor's record in resolving unexpected problems encountered in a timely, effective manner.							
8	Rate the contractor's record in accomplishing task objectives without constant direct oversight by the Government.							

1. Please provide specific details regarding aspects of performance that warranted an excellent or poor rating in the area of Technical Performance.

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This form contains Source Selection Information when completed.

**D. CONTRACT MANAGEMENT**

		<b>N/A</b>	<b>E</b>	<b>VG</b>	<b>G</b>	<b>N</b>	<b>S</b>	<b>P</b>
1	Rate the contractor's record in managing both small and large tasks as well as the simultaneous management of a large number of tasks.							
2	Rate the contractor's conformance with the terms and conditions of the contract, including delivery of products and reports, and adherence to cost and schedule constraints.							
3	Rate the contractor's ability to manage subcontracts.							
4	Rate the contractor's record in attracting high-caliber key personnel and technical employees to address contract objectives.							
5	Rate the contractor's retention of incumbent contractor employees during first year of follow-on contracts.							
6	Rate the contractor's management during the phase-in period to ensure efficient continuation of operations during contract turn-over.							

1. Please provide specific details regarding aspects of performance that warranted an excellent or poor rating in the area of Contract Management.

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**E. CORPORATE STRUCTURE**

		<b>N/A</b>	<b>E</b>	<b>VG</b>	<b>G</b>	<b>N</b>	<b>S</b>	<b>P</b>
1	Rate the contractor's corporate management responsiveness to contract problems.							
2	Rate the contractor's corporate management involvement in the operation of the contract.							
3	Rate the contractor's qualifications and effectiveness of on-site contract management.							
4	Rate the contractor's ability to avoid overruns in direct and indirect overhead rates from the original proposal, and the impact on overall cost performance.							

1. Please provide specific details regarding aspects of performance that warranted an excellent or poor rating in the area of Corporate Structure.

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**F. OTHER QUESTIONS**

1. Provide any additional positive or negative comments regarding the contractor.

**This form contains Source Selection Information when completed.**

Comments:

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2. Given the choice, would you award to this contractor again?

☐ Yes ☐ No

Comments:

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2. RESPONDENT INFORMATION:

Name (printed) \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_

Contracting Agency or Customer \_\_\_\_\_

Office Designation: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Relationship to Program: \_\_\_\_\_

Length of Involvement in Program \_\_\_\_\_